

RFQ 0913-0002 Limited English Proficient (LEP) Pathway

Exhibit D-4

Statement of Work

Work Experience (WEX) or Community Service (CS)

1. Purpose

The purpose of WEX and CS is to improve the employability of TANF parents by providing hands-on experience in a supportive and monitored work environment. Parents will practice positive employee behaviors and learn new job skills under the supervision and mentoring of their Worksite Supervisor and the Contractor.

2. Definitions

- a. "Bilingual Site Supervisor" means the Contractor staff at the worksite that supervises and provides bilingual assistance to the parent within a WEX or CS placement.
- b. "Community Service (CS)" means a structured unpaid work activity in which LEP TANF parents work for the direct benefit of the community under the support of public or non-profit organizations.
- c. "Core Activity" means WorkFirst activity countable toward federal TANF participation rate. Individuals must be in a 20 hour per week countable core activity to receive non-core activity services.
- d. "FLSA maximum hours" means the Fair Labor Standards Act maximum allowable hours, calculated based on the parent's grant and food stamp benefits divided by the state minimum wage.
- e. "Non-core Activity" means WorkFirst activity only countable toward federal TANF participation rate once core activity requirements met.
- f. "Parent" means an LEP participant receiving TANF.
- g. "Work Experience (WEX)" means a structured unpaid work activity, which offers an opportunity for parents to practice or expand their work skills in a supportive and flexible work environment in a public or nonprofit organization.
- h. "WorkFirst Participation Rate" means the federal rate set for states that requires individuals to participate in full-time work or work-related activities. To meet the rate, states must have a percentage of parents in the required number of hours of countable activities each month. Federal rules reduce funding for states that fail to meet their rates.
- i. "Worksite" means the place of business where the parent is assigned to learn new skills or gain work experience.

- j. "Worksite Supervisor" means the employer staff at the worksite that is responsible for the daily supervision of the parent and communication to the Contractor.

3. Participant Eligibility

The Contractor shall provide services to LEP TANF parents who have been referred by DSHS.

4. Parent Placement within WEX or CS

- a. Parents may be determined to be best suited for a WEX if they:

- (1) Need time to acquire job skills needed for work and need minimal case management to be successful on the worksite;
- (2) Have work experience, but need additional experience to become competitive in the labor market;
- (3) Need to participate in a core work activity so their participation in a non-core work activity will count towards the WorkFirst participation rate; and/or
- (4) Need additional core countable hours to meet minimum WorkFirst participation rate.

- b. Parents may be determined to be best suited for a CS if they:

- (1) Have little or no work experience in the US and placement in this activity will provide the skills needed to be successful in the workplace;
- (2) Are connected to a Social Worker for barrier removal services;
- (3) Need to participate in a core work activity so their participation in a non-core work activity will count towards the WorkFirst participation rate;
- (4) Need additional core countable hours to make minimum WorkFirst participation requirements; and/or
- (5) Need to participate in a work activity pending start up of another activity (e.g. waiting for classes to begin, breaks between classes, etc.)

- c. Additional information on WEX and CS services is available in Chapter 8 of the WorkFirst Hand Book (WF HB). The latest revision of the WF HB is located at http://www1.dshs.wa.gov/ESA/wfhand/8_4.htm

5. Contractor Responsibilities

The Contractor shall:

- a. Deliver this service only to the parents referred by DSHS.

- b. Make contact with the parent within 10 business days of accepting the referral. If contact is not made within 10 business days then the parent is to be referred back to DSHS.
- c. Provide a program orientation to parents regarding WEX or CS program policies and expectations.
- d. Coordinate a structured, unpaid work opportunity with public or non-profit organizations lasting up to six months, for up to FLSA maximum hours calculated by the CSO Case Manager. Parents could participate in WEX and CS during the life of the contract, each lasting up to six months.
- e. Ensure that whenever possible, WEX/CS placement takes into account the parent's prior training, experience, skills and interests.
- f. Develop WEX or CS worksite agreements using DSHS Form 09-810, available at http://www1.dshs.wa.gov/word/ms/forms/09_810.doc
- g. Ensure WEX or CS worksites have a DSHS 09-809 WorkFirst WEX Referral position description that clearly details the work schedule, specific skills, training, duties, and transferable skills being obtained. The Worksite Supervisor and the parent must sign the WorkFirst WEX Referral position description. Copies of the signed referral must be provided to the parent, the WEX or CS Worksite Supervisor and maintained in the parent's file. DSHS 09-809, available at http://www1.dshs.wa.gov/word/ms/forms/09_809.doc.
- h. Ensure the Worksite Supervisor is identified and available on a daily basis.
- i. Ensure the Worksite Supervisor keeps attendance records and submits them back to the Contractor.
- j. Refer the parent to CSO staff for support services available through the WorkFirst program (i.e. transportation, childcare, work clothes, tools, etc).

6. Bilingual Assistance and Supervision at the WEX or CS worksite.

- a. The Contractor may assign a Bilingual Site Supervisor at the WEX or CS worksite to provide supervision and bilingual support to the parent, assisting in developing the skills, insights and attitudes that enhance the parent's ability to advance toward eventual employment.
- b. The Contractor may provide this service as long as all following conditions are met:
 - (1) Bilingual support for a parent is not available or accessible at the worksite.
 - (2) The Contractor has requested and obtained ORIA approval prior to providing Bilingual Assistance and Supervision at a WEX or CS worksite.
 - (3) The Contractor is limited to having two Bilingual Site Supervisors per worksite.

- (4) Bilingual Assistance and Supervision is a service that is provided for up to 20 hrs per week for the first six weeks and up to 10 hours per week for the second six weeks of a WEX/CS worksite placement.
 - (5) The Bilingual Site Supervisor must be physically present at the worksite during the time frames specified in Section 6.b. (4).
 - (6) The start date for the Bilingual Assistance and Supervision is the first day the Bilingual Site Supervisor provides supervision and language support at the WEX or CS worksite.
 - (7) The Contractor shall keep and submit at the time of the billing monthly time sheets for the Bilingual Site Supervisor. The time sheets shall include the name of the employer and address of the worksite, name of the parent(s) assigned to the worksite and must be signed by the Bilingual Site Supervisor. Partial hours should be rounded up to the nearest half hour.
- c. Bilingual Assistance and Supervision cannot be provided to the parents placed in WEX/CS activities within the Contractor's own agency, its subcontractors, or with another ORIA LEP Pathway contractor.

7. eJAS Reporting Requirements

The Contractor shall use the DSHS eJAS system to report the following information on each parent:

- a. Using the Contractor Caseload screen:
 - (1) Accept or reject each referral within three business days of receipt.
 - (2) Enter the activity actual start date within three business days following the start of the activity.
 - (3) Report actual hours of participation by the 10th of each month for the previous month's activities using eJAS Multiple Client Monthly Participation screen.
- b. Using eJAS client notes screen:
 - (1) Document WEX or CS activity within 14 business days of the activity start date citing the following:
 - WEX or CS training objectives;
 - A description of the WEX or CS project;
 - Hours per day;
 - Days per week;
 - Worksite location;

- Job Title;
- Worksite contact and phone number; and
- The Contractor's approval of excused absences, including the date it was approved, the date of the absence and the reason for the absence.

(2) Document on a monthly basis WEX or CS participation and progress.

Note: Failure to document monthly in eJAS Client Notes within the 30 calendar days of service end date may result in payment denial.

(3) Notify the referring CSO, using Immediate Notify feature in the eJAS after participant had two **excused** or **unexcused** absence in one calendar month.

8. Documentation

The Contractor shall maintain a separate case file for each parent. Case files shall include, but are not limited to, the following:

- a. Signed WEX or CS Worksite Agreements;
- b. WEX or CS Referral;
- c. Attendance records – must be signed by the parent and include parent's Last and First name, JAS ID, date and hours attended.
- d. Time sheets for the Bilingual Site Supervisor.

9. WEX or CS Completion

- a. The Contractor shall notify DSHS within five business days of a parent's completion of a WEX or CS assignment.
- b. The Contractor shall notify DSHS within 14 business days when a parent leaves the WEX or CS due to employment.

10. Performance Measures

For the purpose of ongoing LEP Pathway program planning, ORIA will assess the Contractor's performance based on the following WEX and CS measures:

- a. Number/Percentage of slots filled per month
- b. Number of clients who find employment after placement.

11. Consideration

DSHS shall pay the Contractor as follows:

- a. **\$250.00** for a WEX or CS enrollment. The parent must complete one full day at the WEX or CS site. Payable up to two times per parent, per contract period. (Billing code - **WN** for WEX or **CN** for CS)
- b. **\$300.00** for reporting parent's participation and progress in WEX as outlined in Section 7.b. per TANF parent, per month, for up to 6 months. (Billing code - **WX**)
- c. **\$300.00** for reporting parent's participation and progress in CS as outlined in Section 7.b. per TANF parent, per month, for up to 6 months. (Billing code - **CP**)
- d. **\$21.00 per hour** for each hour of bilingual and supervision service provided at the worksite by the Bilingual Site Supervisor. Each worksite is limited to two Bilingual Site Supervisors. Each Bilingual Site Supervisor is limited to up to 20 hrs per week for the first six weeks and up to 10 hrs per week for the second six weeks. (Billing code – **SA**)